

Step 3-The 5Rs of the IBHPC-I Patient Partner (Role, Requirements, Responsibilities, Resources and Respect)

- **Role:** To represent the patient on the team
- **Responsibilities of PPs: (examples)**
 - Help us remember to keep the patient central to our improvement goals
 - Share a patient's perspective and what patients desire from IBH improvement goals
 - Respect all perspectives shared as vital to the process
 - Participate as fully as possible (The 5Ss of team work: showing up, staying informed, speaking up, sharing expertise, stay steady as we go)
 - Become more informed about what matters most to patients regarding IBHPC (this may involve reaching out to other patients, patient advisers, family members or friends to have conversations about what matters most to them and their families)
 - Be responsive to the needs of patients (clinic may be actively serving patients during meetings)
- **IBHPC-I Team Member Requirements:**
 - Dedicated time for attending meetings (**include meeting times and hours**)
 - Dedicated time for participating in all team activities
 - Computer with stable internet connection to access online education, do internet searches outside of meeting times
 - Prompt response to emails/phone calls and requests during Initiative
 - Flexibility for changes in schedules and expectations
 - Commitment to the IBHPC Initiative long term goals
 - Commitment to collaborating with the team
 - Committed to partnering respectfully with the entire team
 - Desire to learn
 - Courage to speak up
 - Courage to listen and learn
- **Resources that will be provided to assist all team members**
 - Compensation will be provided for our PPs who participate as team members- we will pay \$ for time and participation (**include amount and methods of compensation**)
 - Orientation, Training and Education will be provided new team members on HIPAA, Patient Partnering Goals, and the IBHPC Initiative (ASU Educational Program)
 - A Patient Partner Liaison (**name**) will be available as a member of the team who will provide guidance for all team members for guiding effective communication and support of team members' full participation
 - Technology assistance if required
 - Opportunities for practice, debrief and processing
- **Respect**
 - PP will be respected and considered equivalent members of the improvement team
 - Open, transparent sharing of information
 - Shared collaborative decision making
 - Rules of Engagement will reflect patient centered values
 - Cultural sensitivity to all patients
 - Confidentiality and privacy of all patient information will be strictly adhered to